



Living our values.
Together.



Our vision for the future

Healthy Albertans. Healthy Communities. Together.

Everything we do must focus on the people who rely on us so they can live healthy lives and get what they need from our health care system.

Our Alberta Health Services (AHS) vision, *Healthy Albertans. Healthy Communities. Together.* and our core values, *AHS CARES*, are at the heart of

everything we represent. They inspire, empower and guide how we work together to build healthy communities and support Albertans leading healthy lives.

We live our values together, because we are stronger together.

Striving for excellence

That's what we do. We provide people with compassionate, quality care. Equally important is how we deliver that care by continuously improving safety and quality.

Our five values form the framework for all our decisions. They express what's important to us and the behaviours we strive to model so that patients, clients and their families can have quality care experiences in every encounter.

With a clear vision, core values and our four foundational strategies, we have the roadmap to excellence for how we provide excellent patient- and family-centred care.



Being respectful and compassionate

Our people represent many cultures, come from many backgrounds and inspire us to reach our goals. We know that building healthy communities starts by showing compassion, respecting diversity and being inclusive.

Our character as an organization is defined by how we work together, as much as by individual actions. It's about reaching out to elders, patients and their families, our communities, partners and colleagues.

Because we are stronger together

We know patient experiences and outcomes improve when we work together.

It's about empowering people by creating safe, supportive and inclusive workplaces that are fair and just for everyone. It's being accountable for our actions and decisions to create work environments where people feel safe, healthy and valued.

By working together, we show caring is as important as care.



Our values...

compassion accountability

Why are values important?

“I have always held our values in mind in everything I do in our day to day activities. Values are the drum we all march to.” ◀ **Roger**

“Values outline expectations, build commitment and breathe life into the mission for community partners.” ◀ **Donald**

What do they stand for?

“Values articulate HOW we work together – e.g. commitment to learning and quality culture, safety, collaboration, transparency. I believe our values define the ‘heart’ of AHS, what we really stand for and believe in, how we CARE for Healthy Albertans. Healthy Communities. Together.” ◀ **Alison**

How do we use them?

“Our values should speak to our behaviours – that’s how we will translate them from words on paper to action.” ◀ **Elaine**

“We care for patients with the utmost respect, dedication and apply clinical excellence, but caring for and respecting each other is fundamental!” ◀ **Daniel**

“The AHS organizational values and strategic statements now serve as an umbrella over our program aspirations for the future.” ◀ **Christopher**

respect excellence safety

Who are they meant for?

“Good values, vision and mission provide employees with ideas on how to think about ideas or change improvements in our work areas.” ◀ **Susan**

“When we are all personally accountable for our actions and strive for excellent patient care then a true culture shift happens.” ◀ **Jen**

“Our values elevate all of us to a higher standard of success.” ◀ **Lito**

How can we tell when someone is living the values?

“From South Health Campus to Rockyview to High River, the staff displays continuous compassion towards patients, the family members of patients, staff within the department to staff within the hospital and vice versa.” ◀ **Krysta**

“We collaborate, working together with patients, families, communities and each other through teamwork and in partnership. Collaboration is at the heart of our vision – together.” ◀ **Deb**

“Open, honest and respectful - it’s about being accountable for our own actions.” ◀ **Todd**

compassion

We show kindness and empathy for all in our care, and for each other.

- We remember that caring is as important as care.
- We demonstrate caring by striving always to be considerate to every person we encounter, as well as ourselves.
- We listen to patients and clients who rely on us for care.

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“Volunteering is all about sharing your talent and offering care to those in need. Our aim should be to thrive for excellence through dedication, innovation and compassion.” ◀ Pam

“Compassion is what binds us together in the health care provider community. Compassion is providing the best care. It’s about treating patient and family members with sensitivity and empathy. It’s about treating each other with that same sensitivity and care.” ◀ Dave

“When I reflect on my experience as a receiver of health care (rather than a provider) it has often been the compassion shown to me and my family that has elevated the care from being merely satisfactory to being truly exceptional.” ◀ Anne





Behaviours:

- Treat the needs of the individuals with empathy and understanding.
- Respond to emotional needs (especially their fears and anxieties).
- Recognize the impact of my insight and wellbeing on my practice. I practise self-awareness, self-reflection and self-care.
- Be emotionally self-aware of perceptions and assumptions that underline your choices and actions.

accountability

We are honest, principled and transparent.

- We show integrity by living our values and principles.
- We keep our word and take responsibility for our actions and results.

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“Accountability means in essence acting in an open and honest manner. At the core it is following through – we do what we say we will do and we own our results.” ◀ **Kathryn**

“Accountability means focusing on solutions and owning our decisions/ actions. If each of us, as part of AHS, practise personal accountability it will be much easier for AHS to be accountable to our patients and our funding source the taxpayer.” ◀ **Peter**

“I see accountability as the foundation for creating a learning organization. Being accountable for our actions, and our knowledge, supports understanding of what is working well, and what isn’t, and how we can improve.” ◀ **Karmen**





Behaviours:

- Hold us, our system and others accountable. If a system or process is the reason why something went wrong, take steps to identify the problem and work toward a solution. If human error resulted in a mistake, work with the person responsible to determine what happened and work together to find a solution.
- Commit to my professional standards of practice, code of ethics and my professional role.
- Establish care delivery models that maximize standards of care.
- Generate life balance, your ability to successfully change, adapt, overcome and cope with unexpected setbacks and challenges.

respect

We treat others with respect and dignity.

- We value diversity by being inclusive of all backgrounds, cultures, abilities, genders, perspectives, opinions and approaches.
- We inspire trust by welcoming and equally valuing all in our care, those we serve and those with whom we work.

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“In our service area, we believe fully in the clients’ right to self-determination and that they are the experts in their lives; we are simply a small part of their recovery journey!” ◀ **Shelly**

“Respect goes hand in hand with transparency. It’s about being inclusive and collaborative. Having respect for patients, families, communities and colleagues is empowering. It expresses the value and dignity we have for the people we interact with.” ◀ **Brenda**

“Health care professionals listen to and honour patient and family perspectives and choices and cultural backgrounds are incorporated into the planning and delivery of care.” ◀ **Institute for Patient- and Family-Centered Care**





Behaviours:

- Be respectful in how we engage; we need to make sure everyone feels comfortable bringing safety and quality concerns forward, or reporting when something goes wrong.
- The patient and family (as defined by the patient) feels they are truly listened to:
 - perspectives and concerns are elicited;
 - values are respected; and
 - diversity, cultural and spiritual needs are identified and responded to.
- Collaborate with other health care providers, leaders, communities, educational groups and volunteers.
- Act with integrity in your actions, behaviours and be true to yourself.

excellence

We strive to be our best
and give our best.

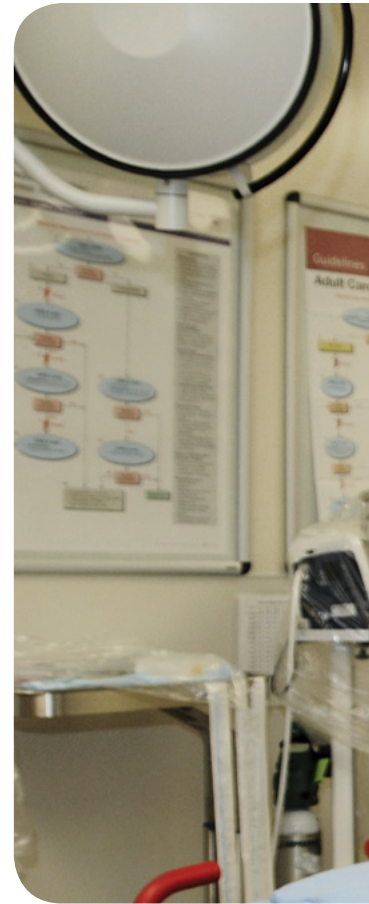
- We create environments where learning is highly valued and quality and innovation in health care can thrive.
- We strive to give our best every day through collaboration and meaningful engagement.

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“Listening to staff and to patients and families because this respects their unique perspectives on their health problems and the effect of service delivery on them. It’s the ongoing learning and growing of expertise from a wide swath of human disciplines.” ◀ **Mary Anne**

“We can only be our best we can be if we have an opportunity to learn new skills.” ◀ **Sharon**

“Status quo is not good enough and the creative staff that we have developing innovative solutions as part of a continuous improvement process is very inspiring and gives me hope about the future of our system.” ◀ **Alex**





Behaviours:

- Build relationships with my team. Foster respectful, constructive interactions and celebrate others' successes.
- Take responsibility for my professional development, incorporating evaluation, new knowledge and evidence in my practice.
- Provide user-friendly access to policy and procedures, evidence and decision-making tools and support for interpretation of legislation, regulation and standards.
- Create processes to provide timely information and feedback to providers so they can improve their practice.
- Engage in life-long learning by seeking personal and team training and development opportunities.

safety

We place safety and quality improvement at the centre of all our decisions.

- We protect our patients and clients, ourselves and others.
- We speak up, take action and work together for safety.
- With a healthy and resilient workforce, we provide a physically and psychologically safe environment for all in our care - for those we serve and those with whom we work.

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“Worker safety and patient safety are very much related and are integral elements to positive and sustainable change.” ◀ **Jessica**

“A safe workplace protects everyone. Patients and families place their lives and health in our hands. Our first priority is to protect them from harm.” ◀ **Francois**

“For me, providing a safe and secure environment so that quality patient and client care can occur is a core value. When a family arrives at an AHS facility, they just want their loved one to receive the best care possible. The last thing they should have to worry about is whether the environment is safe.” ◀ **Gerald**





Behaviours:

- Learn from mistakes and close calls to improve safety and performance. Work together to make changes to improve quality and safety – everyone brings a different and valued perspective to the table.
- Medical needs of patients are anticipated and responded to by their healthcare teams (e.g. access to timely care, safe evidence-based care, physical comfort, pain control, call bells, noise levels).
- Create a physical and psychologically safe, welcoming and engaging environment for patients, families, coworkers, physicians, midwives, students and volunteers.
- Implement and develop standards-driven, evidence-informed practice, research and innovation.



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